

Frequently Asked Questions

This document provides answers to the questions you are most likely to have about the Air Canada Rewards for Small Business program. However, if we have not answered your question or if you would like to make a comment, please send an email to rewardsforbusiness@aircanada.ca.

Program

Rewards

How will fare discounts be sent after the company reaches a revenue threshold?

Once you start booking, the fare displayed on the shopping page will include the discount. Furthermore, any applicable product offered under the Air Canada Rewards for Small Business program will automatically display when shopping.

How does my company take advantage of discounted and complimentary flight options?

At the time of booking, the offer will automatically be displayed on the travel options page.

Note: *The discount or complimentary flight option will appear as Included and/or inclusive of discount.*

How can I take advantage of discounted and complimentary Maple Leaf Club membership?

Once your company is enrolled in the program, click on the Maple Leaf Lounge link located on the homepage of the Air Canada Rewards for Small Business online tool or visit www.airclublounge.com and fill out the requested information, using your Account Number and the promotional code for the complimentary Maple Leaf Club membership.

What is the process to request earned eUpgrade Credits?

You must send an email to eupgraderequest@aircanada.ca with the following information:

- Company name and Account Number of the Air Canada Rewards for Small Business program
- Employee's Aeroplan Number, employee's name and the number of credits to be added to each employee's eUpgrade account
- Employee's email address to confirm the deposit

Note: *As any registered employee of the company can use the accrued rewards, the earned eUpgrade credits can be divided among them.*

How long will it take for the eUpgrade Credits to be deposited in the employee's eUpgrade account?

Please allow 5 business days for the request to be processed and for the employee to have access to his eUpgrades.

Once my corporate customers are enrolled, how will notifications about Air Canada Rewards for Small Business offers be sent?

When a company reaches a revenue threshold, the company's *Program Administrator, Administrator Agent* (travel agency) and *Corporate Officer* will receive an email notification with details of the offer and redemption instructions.

Who can use the accrued rewards?

Any employee of a registered corporate customer can use the rewards.

Will the agency earn commission on car bookings?

Yes. Agency commission on car rentals will be the same as booking at aircanada.com/agents, as per the Avis plan.

Are Tango bookings made via Air Canada Rewards for Small Business eligible for Cash Rewards?

Yes.

Online tool

Signing in

How do I sign in?

- Go to the aircanada.com/agents site
- Click on the **Business tab** on the homepage
- Click on **Agency login** to log in to the Air Canada Rewards for Small Business online tool
- Enter your agency information (Agency IATA, Agency ID, Booking Agent and Password) used to access the Air Canada agent website
- Click on **Continue**

Do I need to have all the agents in my office create individual profiles in the online tool to access our corporate customers' accounts?

No. By signing in to the online tool with your agency IATA number, each agent automatically has access to all corporate customers' accounts enrolled in the program.

What should I do if I receive error message agent ID not defined?

You must send an email to rewardsforbusiness@aircanada.ca with your IATA ID and email associated to the agency ID.

Account Admin

ENROLLMENT

How do I enroll my corporate customers?

Login and click on **Create a new account**. Please refer to [p. 5](#) of the Travel Agency User Manual for complete steps.

Upon enrollment, does the *Program Administrator* automatically receive their login information?

No. Upon enrollment, the *Program Administrator* and the *Corporate Officer* will automatically receive a Welcome email including the company Account Number and welcome offers. You must communicate the login information (email address and password) entered at the time of enrollment to the *Program Administrator* so they can sign in to the online tool.

What is the process if a company enrolled directly at www.aircanada.com to the Air Canada Rewards for Small Business program?

The company must send an email request, including the agency IATA number, to rewardsforbusiness@aircanada.ca to associate the account to the agency.

Note: *Agency can make the request on behalf of the company, but the company's Program Administrator should be CC'd in the email.*

What is the process if a company enrolled directly at www.aircanada.com and entered our agency under agency information?

If a corporation has designated you as their travel agency, you must claim that corporate customer and add it to your designated list of accounts. Please refer to [p. 12](#) of the Travel Agency User Manual for more details.

ROLES

Can my corporate customers also use the Air Canada Rewards for Small Business online tool?

Yes. You have the ability to provide corporate customers' employees access to the online tool to arrange and manage their own travels. You can also create profiles that allow employees to book travel on behalf of other employees or manage the program account.

Note: *As admin agent you will have access to all bookings made under the corporation.*

What are the different user roles an employee may have?

There are 3 possible roles an employee may fall under, depending on the use that he/she will make of the online tool. Here are the 3 possible roles:

- *Program Administrator*
- *Travel Arranger*
- *Traveller*

What are the functions of a *Program Administrator*?

The *Program Administrator* is the company's designated employee responsible for managing the corporate account and kept informed of important information and updates. This person is responsible for:

- Assigning employees their status such as a *Traveller*, *Travel Arranger* or *Administrator*
- Sending employees their login information
- Resetting the password
- Updating corporate information
- Downloading reports
- If the *Program Administrator* is also identified as a *Travel Arranger*, he/she can also make bookings on behalf of others

Can there be more than one *Program Administrator*?

Yes. As the *Administrator Agent*, you can assign to more than one registered employee an *Administrator* profile. Please follow the steps on [p. 7](#) of the Travel Agency User Manual.

Can the *Program Administrator* be changed?

Yes. In order to assign someone the role of a *Program Administrator*, the actual *Program Administrator* must log in to the online tool and check mark the "Admin" box next to the appropriate user and save.

Note: *In the case where the Program Administrator left the company, the Corporate Officer must send an email to rewardsforbusiness@aircanada.ca including the full name and email address of the new designated Program Administrator who will be in charge of the corporate account in the program.*

Can the *Program Administrator* book a flight on behalf of others?

Yes. The *Program Administrator* can book travels for others by having a *Travel Arranger* profile set up. Please follow the steps on [p. 9](#) of the Travel Agency User Manual.

What are the functions of a *Travel Arranger*?

The *Travel Arranger* is an employee authorized to log in and make travel arrangements for themselves or on behalf of other employees, also known as *Traveller*.

What are the functions of a *Traveller*?

The *Traveller* is a designated company employee authorized to log in and make travel arrangements for themselves. A *Traveller* can only create a profile for himself, and must be registered beforehand by the *Program Administrator* or the *Administrator Agent* to have access of the online tool.

USER MANAGEMENT**Do all employees have to be registered in the program?**

Yes. Before making travel arrangements for an employee, he/she will first have to be added to the program via the online tool.

How do I add an employee to book travel on his behalf?

Click on Admin Sites, select the appropriate user and create a new user. Please follow the steps on [p. 6](#) of the Travel Agency User Manual.

Can I register more than one employee using the same email address?

No. A unique email address must be entered for every employee, since it will serve as their user name and be used as their website login.

How do I grant an employee access to the online tool as a *Traveller* to book travel for himself?

Select the correct account and **Click** on [Send Password](#) next to the user's account. Please refer to [p. 8](#) of the Travel Agency User Manual for complete steps.

What should I do if I registered an employee with an incorrect email address?

To update the user's email address, use the [Edit User](#) functionality. Please refer to [p. 8](#) of the Travel Agency User Manual for complete steps.

What are the steps required to set up a user as a *Travel Arranger*?

Click on [Travel Arranger](#) next to the appropriate user and **Select** the users for whom the Travel Arranger will make bookings for, or select all. Please refer to [p. 9](#) of the Travel Agency User Manual for complete steps.

Can a user's personal profile be created by someone else?

A personal profile can only be created and accessed by the user. However, you can update his account information. Please refer to [p. 11](#) of the Travel Agency User Manual.

ACCOUNT INFORMATION

Where can I find the account information of my corporate customers?

Select the appropriate corporate account and **Click** on [Account Settings](#). Please refer to [p. 10](#) of the Travel Agency User Manual for complete steps.

Where is the Air Canada Rewards for Small Business Account Number of my corporate customers stored?

The Account Number of your corporate customers is stored under their account information in the Account Settings section.

Note: *Only users set up as Program Administrator and you, the Administrator Agent, can view this information.*

Bookings

How do I make a flight booking?

Click on the [Book Travel](#) tab and use the basic or advance filter options to find the user you are arranging travel for. Please refer to [p. 13](#) of the Travel Agency User Manual for complete steps.

After a booking is created, who receives the email itinerary receipt?

You must enter the email addresses of the people who need to receive the itinerary email, in the passenger information page.

Can a booking made via the Air Canada Air Canada Rewards for Small Business online tool be retrieved on aircanada.com/agents?

No. It can only be retrieved via the Air Canada Rewards for Small Business online tool.

How do I make a car booking?

Click on the **Book Travel** tab and use the basic or advance filter options to find the user you are arranging travel for and select the Cars tab. Please refer to [p. 15](#) of the Travel Agency User Manual.

Is it possible to view and modify bookings once they are done?

To view or modify a booking, click on the **Manage my bookings** tab and use the basic or advance filter options to find the appropriate user. Please refer to [p. 16](#) of the Travel Agency User Manual for complete steps.

ELIGIBLE FARES

What type of fares are available via the Air Canada Rewards for Small Business online tool?

All Air Canada fares are available via the Air Canada Rewards for Small Business online tool.

Can promotional discount codes be applied using the Air Canada Rewards for Small Business online tool?

Yes. Enter the promotional code in the promotional code box on the shopping page. Fares will be shown with appropriate discounts.

Will bookings made outside of the Air Canada Rewards for Small Business online tool be included for reward tracking?

No. Only bookings made via the Air Canada Rewards for Small Business online tool are tracked for rewards based on companies' revenue threshold achievement.

FLIGHT PASS

Can Flight Passes be purchased via the Air Canada Rewards for Small Business online tool?

No. Flight Passes can only be purchased via aircanada.com/flightpasses. A direct access to the Flight Passes platform is provided on the homepage of the Air Canada Rewards for Small Business online tool.

Can Flight Pass credits be booked via the Air Canada Rewards for Small Business online tool?

Yes. You can use the Air Canada Rewards for Small Business online tool to book flight credits.

Will the Flight Pass revenue be tracked for revenue thresholds?

Yes. Flight Passes that have been purchased **AFTER** enrollment in the program are eligible for revenue tracking. To associate the Flight Pass with the corporate account for tracking, make sure to add the Air Canada Rewards for Small Business Account Number under the client identifier field during the Flight Pass purchase.

Note: Flight Passes that were purchased **PRIOR** to enrollment are not eligible for revenue tracking. You can still access the Flight Pass via the Air Canada Rewards for Small Business online tool and make a booking using the credits.

Can the Air Canada Rewards for Small Business Account Number be added after a Flight Pass purchase?

Yes. It can be added after a Flight Pass purchase. However, if it has been more than one week since the date of purchase, please send an email to rewardsforbusiness@aircanada.ca.

Will Flight Pass change fees and penalties be tracked for revenue threshold?

No. Flight Pass change fees and penalties are not tracked as revenue under the company.

How long will it take for the Flight Pass revenue to be associated with the Air Canada Rewards for Small Business corporate account?

The revenue will be added to the Air Canada Rewards for Small Business corporate account within 15 business days from the date of purchase.

Agent Admin

REPORTING

How do I run reports for my corporate customers?

Click on **Reports** and **select** the appropriate search parameters. Please refer to [p. 18](#) of the Travel Agency User Manual for complete steps.

ADDITIONAL FEATURES

How do I update the email address associated to my agency ID?

To update the email address associated to your agency ID, please send an email to rewardsforbusiness@aircanada.ca with your IATA ID, agency ID and the updated email address where the itinerary confirmations should be sent to.

Does the Air Canada Rewards for Small Business online tool support content customization?

The Air Canada Rewards for Small Business online tool allows agencies to customize the support information available to its corporate customers. Please refer to [p. 17](#) of the Travel Agency User Manual for more details.

Does the Air Canada Rewards for Small Business program support post-booking servicing?

As an agency, you can set different configurations to enable or disable post-booking features after a ticket has been issued (i.e. disable servicing feature). The same setting will apply to all corporate customers added under your agency IATA number. Please refer to [p. 18](#) of the Travel Agency User Manual for more details.

Support

Is there a technical support line for the Air Canada Rewards for Small Business program?

Yes. Companies and agencies can access technical support through a dedicated line at 1 888 335-4189 from 6 a.m. to 2 a.m., 7 days a week or by email at rewardsforbusiness@aircanada.ca.